

Retail Market Review Response

Dear Sirs,

Chapter 3, Questions 2 and 3.

I would answer yes to both questions.

I want to raise the example of Eon's policy on disallowing discounts on final bills as being out with the intentions of fair and simple pricing. It also provides a barrier to switching.

A customer who remains both a dual fuel and direct debit customer of Eon has these discounts removed on their final bill simply because they elect to switch supplier. This term is included in the small print and effectively becomes a further and additional termination fee for switching.

It distorts up front price comparison and hinders subsequent switching. It is a unique policy adopted by Eon to punish departing customers, even though they qualify for the discounts in all other respects.

Such practices should be prohibited.

Secondly, I can see no basis whatsoever, for any Supplier to be able to levy termination fees on any variable priced product. This is anti competitive, a barrier to switching and the amounts levied are at the whim of the Suppliers to maximise profit even from a departing/switching customer.

Suppliers should not be able to recover further arbitrary amounts simply because of a behavioural action of the customer in relation to a market change or dissatisfaction over service.

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